

MiScorecard Performance Summary					
Department Name: Office of the State Employer			↑ Performance Improving		90% or greater of target
Executive/Director: Janine M. Winters			➡ Performance Staying the Same		>=75% to <90% of target
Period: Ending June 30, 2012			↓ Performance Declining		less than 75% of target
	Metric	Target	Current	Previous	Metric Definition
Measure #	Customer/Constituent				
C-1	Reduce processing time on Professional Development Fund reimbursement requests submitted by non-exclusively represented employees.	OSE will process 90% of all complete Professional Development Fund requests within 2 weeks and forward to DTMB for payment, as appropriate.	Currently completing 100% of all processing within 2 weeks.		The Professional Development Funds encourage non-exclusively represented employees to further expand their knowledge and expertise in areas related to their employment responsibilities. Providing improved reimbursement times is intended to promote higher utilization of the Funds thereby increasing the State's and each individual's ability to deliver high quality services.
C-2	Provide timely response to Annual Leave Donation requests submitted by employees facing financial hardship due to prolonged illness or serious injury.	OSE will make a determination on 100% of all Annual Leave Donation requests within 3 business days of receipt of a complete request and forward for further processing.	Currently processing 90% within 3 business days.		The Annual Leave Donation program assists non-exclusively represented and most exclusively represented employees facing financial hardship due to prolonged illness or serious injury of themselves or eligible family members by making available annual leave donated by other employees. OSE reviews all request for compliance with program criteria and forwards approved requests to DTMB and or the department, as applicable, for transfer of the annual leave hours.
C-3	Provide improved processing of ergonomic evaluation "At Risk" requests.	95% of all complete ergonomic "At Risk" requests will be processed by OSE and submitted to Michigan Rehabilitation Services within 3 business days.	Currently completing 75% of all processing within 3 business days.		The "At-Risk" program encourages employees who are experiencing physical issues, which may be due to ergonomic situations, to obtain medical documentation from their treating physician requesting an ergonomic evaluation. The request is submitted by the department to OSE for review and approval. The approved request is forwarded to the Michigan Rehabilitation Services for an ergonomic evaluation to be completed. OSE pays for the evaluation. The department requesting the evaluation agrees to purchase whatever equipment may be specified as a result of the ergonomic evaluation.